

MINUTES

COMMUNICATIONS AND MEMBER SERVICES COMMITTEE MEETING MARIN COUNTY EMPLOYEES' RETIREMENT ASSOCIATION

Retirement Board Conference Room
One McInnis Parkway, 1st Floor
San Rafael, CA

October 2, 2012 - 9:00 A.M.

CALL TO ORDER Chair McFarland called the meeting to order at 9:06 A.M.

ROLL CALL PRESENT: Gladstern, McFarland, Webb

ABSENT: Cooper, Piombo

MINUTES

It was M/S Webb/Gladstern to approve the July 3, 2012, Communications and Member Services Committee Meeting Minutes as submitted. The motion was approved by unanimous vote.

A. OPEN TIME FOR PUBLIC EXPRESSION

Note: The public may also address the Committee regarding any agenda item when the Committee considers the item.

No public comment.

B. OLD BUSINESS

1. Public Information Team

Update on MCERA involvement with Marin County's Public Information Team

Communications Associate Syd Fowler reported that the recent Public Information Team meeting focused on producing videos that members may access on the website. Ms. Fowler and Assistant Retirement Administrator Michelle Hardesty discussed the possibility of providing videos on topics such as how to use the retirement estimator and specific topics in the pre-retirement seminar for the MCERA website.

2. Workload Analysis

Discussion of workload indicators

Ms. Hardesty presented the Quarterly Benefit Processes Aging Report as of September 30, 2012. Workflow remains steady, she reported, and efforts continue to have workflow information in the database by the end of the year. In its regular weekly meetings, the benefits team discusses process improvements. Reducing backlogs on imaging, indexing, and buybacks continues. In response to Ms. Gladstern's request, Ms. Hardesty will identify backlogs as being impacted by external or internal factors. Chair McFarland confirmed with Ms. Hardesty that feedback on customer service continues to be positive.

3. Communication Priorities
Report on upcoming communication priorities

The top communications priority is the interpretation and explanation of new pension reform legislation. For this purpose, Mr. Wickman, Board Counsel Ashley Dunning, and actuary Graham Schmidt are presenting information to various member and employer organizations. Ms. Dunning discussed legislation provisions and potential issues that the MCERA Board will need to address.

C. NEW BUSINESS

1. Fall MCERA newsletter (Action)
Discuss and potentially approve topics and copy to recommend to Board

Chair McFarland initiated a review of newsletter copy presented by Ms. Fowler. The newsletter focuses on informing members in as much detail as possible the meaning of new pension reform legislation. With this as a goal, Committee members and staff focused on revisions to the draft copy.

Ms. Dunning provided commentary on determinations of which employees will become members of the new benefit tiers and how the contribution rate would be calculated. Discussions included consideration of how provisions for retirees returning to work differ for general and safety members. Clarifications were considered for the topics of employee contribution rates and normal cost. At Ms. Gladstern's suggestion, a glossary of terms will be included with the newsletter.

At the Strategic Planning Workshop in mid-October, the matters of compensation earnable, which applies to current members, and pensionable compensation, which applies to PEPRA members, will be addressed. Staff and Counsel are discussing the compensation questions with other retirement systems across the state.

It was M/S Gladstern/Webb to recommend that the Board approve newsletter copy as amended per discussions. The motion was approved by unanimous vote.

2. CPAS
Project Status Update

Ms. Hardesty reported that preparations for completing and distributing annual statements include data cleanup and adjustments for individual accounts.

3. MCERA Website
Presentation on new design features

Ms. Fowler stated that members may access information on PEPRA on the website. The new pension legislation has taken precedence over all Communications projects at this time.

4. Future agenda topics
Discuss agenda topics for next meeting

No discussion.

There being no further business, Chair McFarland adjourned the meeting at 11:41 A.M.

Howard McFarland, Chair

Attest: Michelle Hardesty
Assistant Retirement Administrator